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| <b>VOLUME 9: PHARMACY SERVICES</b>                           | Effective Date: 11/2007  |
| <b>CHAPTER 27</b>  | Revision Date: 03/2018   |
| <b>9.27 PHARMACY QUALITY ASSURANCE PROGRAM<br/>PROCEDURE</b> | Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |

## **I. PROCEDURE OVERVIEW**

Each pharmacy shall maintain a quality assurance program to document and assess pharmacy related medication errors and shall adhere to Inmate Medical Services Policies and Procedures (IMSP&P), Volume 3, Chapter 7, Patient Safety Program Policies and Procedures.

## **II. PURPOSE**

To assess errors that occur in the pharmacy in dispensing or furnishing medications so the pharmacy may take appropriate action to prevent a recurrence.

## **III. DEFINITIONS**

**Medication Error:** Any preventable event that may cause or lead to inappropriate medication use or patient harm as a result of professional practice, health care products, procedures, and systems. Errors may occur in prescribing, order communication, product labeling, packaging, nomenclature, compounding, dispensing, distribution, administration, education, monitoring, and use.

## **IV. RESPONSIBILITY**

- A.** The Pharmacist-in-Charge (PIC) shall be responsible for maintaining a quality assurance program within the pharmacy to ensure that medication errors which are attributable, in whole or in part, to the pharmacy or its personnel are assessed and addressed.
- B.** The Statewide Patient Safety Program is responsible for providing the PIC with access to all medication errors reported through the electronic Health Care Incident Reporting system.

## **V. PROCEDURE**

### **A. Reporting of Medication Errors**

1. When a pharmacist determines that a medication error has occurred within the pharmacy which resulted in incorrect administration to the patient or self-administration by the patient or a clinically significant delay in therapy, he/she shall as soon as possible:
  - a. Ensure appropriate communication to the patient regarding the error has occurred and the steps required to avoid injury or mitigate the error were provided.
  - b. Communicate to the prescriber and the appropriate nursing supervisor that a medication error has occurred.
2. It is the responsibility of the pharmacy staff discovering any medication error to report it as described in IMSP&P, Volume 3, Chapter 7.5, Patient Safety Program Procedure: Institution Response to a Health Care Incident.

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## B. PIC Responsibilities for Error Review

1. The PIC or pharmacist designee shall review any medication error(s) that have been determined to potentially have occurred wholly or partially due to pharmacy staff and complete the CDCR Pharmacy Error Follow-up form within two business days of pharmacy staff becoming aware of the medication error. The CDCR Pharmacy Error Follow-up form is available on Lifeline at the following link:  
<http://lifeline/HealthCareOperations/MedicalServices/Pharmacy/Pages/Resources.aspx>.
2. The Chief of Pharmacy Services shall be notified of problems identified during error review that may affect statewide processes.
3. The PIC shall use findings from the pharmacy's quality assurance program to develop and/or improve pharmacy systems and workflow processes to prevent future errors.
4. All errors reviewed by the pharmacy quality assurance program shall be shared with the appropriate local quality committee (e.g., Quality Management Committee, Patient Safety Committee).

## C. Pharmacy Quality Assurance

1. Medication error reports are generated and maintained as a component of the pharmacy's ongoing quality assurance program and are considered peer review documents not subject to discovery in any arbitration, civil, or other proceeding as provided under the California Business and Professions Code, Section 4125, and are therefore not part of the patient health record.
2. Pharmacy quality assurance review records shall be maintained in the pharmacy for a period of at least one year from the date the record was created.

## VI. REFERENCES

- California Business and Professions Code, Division 2, Chapter 9, Article 7, Section 4125
- California Health and Safety Code, Division 2, Chapter 2, Article 3, Section 1279.1
- California Code of Regulations, Title 16, Division 17, Article 2, Section 1711
- California Correctional Health Care Services, Inmate Medical Services Policies and Procedures Volume 3, Chapter 7, Patient Safety Program Policies and Procedures